

Information Sheet - Institute of Welfare

Management Culture

The culture in a company impacts on all employees, and can influence things such as, sickness, work ethic, how committed staff are, job satisfaction and staff turnover to name but a few.

If staff trust their bosses, and feel valued, respected, and happy in their work, there is the possibility for the work to evolve from a job into a vocation.

Culture is created and good culture comes from good management – team leaders who acknowledge the expertise of their team, and give team members responsibilities and opportunities. Performance and wellbeing at work increases in a good culture.

Where performance is well managed, there are often two interconnected cultures:

- a performance culture with a strong focus on performance and a real desire to improve
- a performance management culture, strongly focused on aspects of measuring, monitoring and managing performance

They are both necessary for sustainable improvement to happen. Developing these twin cultures requires:

- leaders who are seen to be actively engaging in managing performance
- the whole organisation to understand how performance management and improvement will help them provide better outcomes for the community
- the involvement of staff and management in the development of the performance management process they are to use
- strong communication about what is developing and changing, both with regard to performance management and as a result of performance management
- an environment where managers and staff feel secure to innovate
- clarity about accountability
- a problem solving approach that aids discussion about underperformance in ways that seek out the causes and provides support for improvement, rather than simply apportioning blame

The culture of a company is integral to who they are, and speaks volumes about their values and ethics. To find out about the culture of a company, simply ask an employee what it's like to work there.

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